

Work Force EAP & Training**NEW WORRIES: Coping with Mandatory Masking & Encouraging Employee Self Care**Tips for coping with mandatory masking:

1. Model the behavior and attitude you want.
2. Offer resources to make compliance as easy as possible.
 - a. Information
 - b. Signage
 - c. Masks
 - d. Hand sanitizer
3. Give people out of compliance the benefit of the doubt.
4. Acknowledge when someone doesn't want to wear a mask. *Validation is powerful!*
5. Reiterate your safety protocol in a calm, kind tone.
6. Practice! Role play using realistic scenarios from your workplace.

Tips for helping staff cope with their extra responsibilities:

1. Acknowledge how challenging this can be for employees.
2. Have consistent check-ins with staff, individually and as a group.
3. Ask open-ended questions:
 - How are you feeling about operational changes?*
 - What are the most difficult parts?*
 - How can I best support you?*
4. Encourage employee self-care.
 - Model taking breaks, drinking water, prioritizing wellness
 - Structure break times
 - Offer flexibility when possible
5. Help employees focus on what they *can* control.
6. Remember that this is temporary (and will end more quickly with improved compliance).

Work Force EAP is offering a range of trainings
specifically related to managing pandemic-related stressors.

Topics include: Resiliency Strategies During A Pandemic; Addressing Isolation; De-escalation Techniques; Team Building Through Change; and Managing Remotely.

For more information, contact Work Force EAP at 1-800-769-9819.